



FACT SHEET 1

Talking to the Community

Over the past 12 months Council has undertaken comprehensive community engagement on how the community feels about our region, current Council services and community expectations on levels of service. A brief summary of the engagement is provided below.



In July 2016 Council held a community forum, where it invited community members to discuss service levels for our priority services. The forum opened by asking;

Why do you love living in the Port Macquarie-Hastings region and what do you value? The top responses included:

Lifestyle

Natural Environment - beaches & mountains

Access to services

Community feel

Sense of belonging

Great climate

Family friendly

Good facilities

Service Levels

Council technical experts presented and community members were asked to provide a view on how Council should prioritise its delivery of services. The service categories identified as number one priority for Council were:

- Arterial Sealed Roads;
- Stormwater Pipes & Pits;
- Aquatics;
- Community Grants; and
- Events (Economic Development).



Key Services

The community groups were asked to pick their top priority service and the top five were:

1. Roads;
2. Footpaths and Cycle ways;
3. Arts and Culture;
4. Stormwater and
5. Place Making.

Community phone Survey

Council also undertook a region wide phone survey in August 2016 and the results indicated that:

- Over the past two years, residents perceive a positive change in Council's performance (86% believed Council's performance has improved or stayed the same);
- 94% agreed they have access to the necessary services they need;
- 97% like the look and feel of the area;
- 92% feel the area has the qualities they value; and
- Both Your Voice Our Community (YVOC) engagement project and telephone survey results indicate the community see the Roads, Bridges and Transport service as a priority.

The top five local government functions and activities of the greatest importance to the residents are:

- 93% creating and maintaining sealed roads;
- 87% providing value for ratepayer dollars;
- 82% Long-term planning and vision for the future;
- 82% Encouraging education and training opportunities; and
- 81% Encouraging industry and business growth.

The majority of residents believed that Council should invest more in:

- 79% Roads;
- 61% Footpath and cycle ways; and
- 54% Airport.

A high percentage of residents agreed that they like the look and feel of the area (97%), feel safe (95%), and feel that it has the qualities they value (92%).

Continuing the existing Special Rate Variation is an important step to help maintain and manage our current assets to ensure that we deliver services in line with community expectations and remain financially sustainable into the future.

